



## HUMAN RESOURCES OFFICE TECHNICIAN / AGR ADMINISTRATIVE INSTRUCTION

Number: 09-21

1 June 2009

### FIVE-TIER TECHNICIAN PERFORMANCE MANAGEMENT SYSTEM

1. The Adjutant General has concurred and supports the National Guard Bureau transition to a five-tier appraisal system. The system has five levels of performance: Unacceptable, Marginal, Fully Successful, Excellent, and Outstanding. The system is used for all permanent, probationary, and indefinite Dual Status and Non-Dual Status technicians. Temporary technicians do not receive an appraisal. At the beginning of the rating cycle, supervisors must set performance expectations. Supervisors will monitor performance, conduct at least one formal interim review, and address performance deficiencies. Appraisals are completed using the Performance Appraisal Application (PAA) on My Biz/My Workplace.
2. Members of the Employee Relations training team will visit major Army and Air National Guard organizations, as outlined in TAAI 09-22. This training is mandatory for all permanent and indefinite CNG technicians and all supervisors, regardless of status.
3. Major elements of the new five-tier program include the following:
  - a. Elimination of the birth month appraisal cycle. Appraisals will close out on 30 June every year.
  - b. All appraisals will be completed online utilizing the Performance Appraisal Application (PAA) in My Biz/My Workplace.
  - c. Critical elements will be aligned with the California National Guard (CNG) mission.
  - d. Critical elements will be written using the SMART (Specific, Measurable, Aligned, Realistic/Relevant, Timed) principles.
4. Questions may be directed to CMSgt Michael L. Hunt at CAGNET 6-3137, DSN 466-3137, commercial (916) 854-3137, or email at [michael.hunt5@us.army.mil](mailto:michael.hunt5@us.army.mil); MSgt April Mosher at CAGNET 6-3454, DSN 466-3454, commercial (916) 854-3454, or email at [april.mosher@us.army.mil](mailto:april.mosher@us.army.mil); and Mr. Todd Morrow at CAGNET 6-3600, DSN 466-3600, commercial (916) 854-3600, or email at [todd.morrow1@us.army.mil](mailto:todd.morrow1@us.army.mil).

  
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